

April 28, 2003

MAY 02 2003

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission.  
445 12<sup>th</sup> Street, SW  
Washington D.C. 20554

Fr: Maretta Afamasaga  
555 Warren Avenue  
Pocatello, ID 83201

Ref: CG Docket No. 02-278

# Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991.

- I work for Teleperformance USA in Pocatello, Idaho.
  - My job title is: Telephone Sales Representative (TSR) and my duties are to market products and services via the telephone, educating consumers that we contact on what we're offering them so they can make an ~~important~~ informed decision to take advantage of our offer or turn it down.
  - This job is very important to me because it's the only income for me and my family and 3 young children. My husband is currently looking for work and had been for a longtime because of the limited opportunities in this small town. I moved my family here because the local university is probably the least expensive school to go for my degree so we moved and stayed here, but jobs were so limited and so when I started this job while going to school I can appreciate how our company have been very flexible with my schedule while at the same time pays me reasonably to be able to support my family and pay all the bills of our household.
  - I strongly believe in all the products & services are of quality that we offer to people and not scams. We're just normal employees working for a living too, to support our families. Working at Teleperformance USA is rare sometimes because most entry level jobs are factory jobs which are usually short-term jobs. What's left are call centers, but this is the only one that's flexible with student schedules. So it makes sense for me to keep this job. + Oppose the National DNC list and Restrictions on me to keep this job. + Support Teleperformance USA's + the American Telemarketing Association DTB DIA

MAY 6 2 2003

FOC-MAILFORM

April 28, 2003

Commission's Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington D.C. 20554

Ref: CG Docket No. 02-278

Rules and Regulations Implementing  
the Telephone Consumer Protection Act of 1991

My name is April Thomas, and I  
work at Teleperformer USA, in Pocatello,  
Idaho. I work at a call center, and  
I am a TSR.

I really like my job. I enjoy the  
people I talk with as well.

I believe in every product that we  
sell, so I believe that our customers  
are happy with the products we sell.  
I also think that it is important that  
customers have top customer service. Many  
years ago there were no policies  
of this kind, but now there are.  
I believe that it is important to follow these  
policies. I believe that they are effective  
and that they help to make our company  
one of the best in the industry.

MAY 08 2003

FCC-MAILROOM

My job is very important to me, and to my son. I am a single mother, with no help, little support or otherwise, trying to raise my 4 month old son, in todays economy. With everything that's happening in the economy, my job is valuable.

Should I loose my job, I would have it on my welfare or state's aide. I currently live with a friend, until I can get enough money together on my own. It would be devastating to my son, my self.

I oppose the National Do Not List and ask for opposition to the National Support Teleperformer call 3A and American Telemarketing Association's proposed Modifications to the FTC rules.

Thank you and God bless you all.

Tracy

4/28/03

TO: COMMISSIONS SECRETARY

FCC

445 12TH ST. S.W.

WASHINGTON, DC. 20554

MAY 19 2003

GENTLEMEN:

CG DOCKET

02-278

Rules and Regulations Implement  
the Telephone Consumer Protection  
Act of 1991

I WORK AT POCATELLO, IDAHO  
TELEPERFORMANCE CO. I'M AN  
TSR TELEMARKETER.

I feel, it's a good job  
and our products seem good  
I need the job to meet  
my needs IT would be hard  
on me if I lost my job  
I support TELEPERFORMANCE ISAS  
AMERICA TELEMARKETING ASS.

THANK YOU FOR YOUR TIME.

Rachel Lee

1568 Sierra Dr Pocatello  
Id. 83201

4-28-2003

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, DC 20554

MAY 9 2003

FCC

Ref:CG Docket No. 02-278

Rules and Regulations Implementing the Telephone  
Consumer Protection Act of 1991

I am an employee at Teleperformance, USA in Pocatello, Idaho. I am a telephone service representative and have been employed for approximately two months. Because I was unemployed for seven months before getting hired here, I am very grateful for my job.

Currently, the job market in Pocatello is very limited. I am a college graduate, and have worked previously as a school teacher, retail customer service, and various labor jobs. I enjoy my current job because of the hours available to work, the pay, and it is close to my home. Also, I have met many nice people here. I also believe in the products and services we offer our customers. This is extremely important to me because I could not work for a company I did not have confidence in, no matter how much I was paid.

As a single mother, my job is extremely important to my family. I like Pocatello, and am planning to enroll in college part-time in the fall, so moving

to another town is not an option. This job will allow me to work and go to college, which will benefit my family over the next several years. As a college graduate I do not qualify for scholarships and financial aide other students are offered. So as you can see, my job here at Teleperformance, USA is extremely important for my future.

For these reasons, I oppose the National DNC list and restrictions on Predictive Dialers. I also support Teleperformance, USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.

Sincerely,  
Martha Garrett  
Martha Garrett  
139 N. Grant #204  
Pocatello, ID. 83204

MAY 02 2003

REG-HAIRROOM

4/28/03

COMMISSION'S SECRETARY  
OFFICE OF THE SECRETARY  
FEDERAL COMMUNICATIONS COMMISSION  
445 12<sup>TH</sup> STREET, SW  
WASHINGTON D.C. 20554

REF: CG DOCKET NO. 02-278

RULES AND REGULATIONS IMPLEMENTING THE TELEPHONE CONSUMER  
PROTECTION ACT OF 1991

POCATELLO, IDAHO      TELEPERFORMANCE USA      TELECOMMUNICATIONS

TSR, ACCOUNT MANAGER, INBOUND ORDER TAKING, CUSTOMER SATISFACTION  
AND APPLICATION PROCESSOR.

HELLO,

I UNDERSTAND THAT RECEIVING TELEMARKETING CALLS CAN BE INCONVENIENT AND POSSIBLY ANNOYING, BUT THE PEOPLE ON THE OTHER END ARE HUMAN AND DESERVE TO KEEP THEIR JOBS. YES THERE ARE SCANDALOUS COMPANIES OUT THERE THAT COMMIT FRODULENT ACTIVITY THROUGH TELEMARKETING, BUT THE MAJORITY OF TELECOMMUNICATION COMPANIES ARE LEGITAMENT. I PERSONALLY DON'T TALK TO TELEMARKETERS AT HOME, I EITHER TELL THEM NO THANKS OR HANG UP THE PHONE SO WHY IS IT SO DIFFICULT FOR OTHERS TO DO THE SAME. OBVIOUSLY THERE WILL BE A CONTINUOUS OBJECTION TO THIS TYPE OF WORK, BUT WHAT PEOPLE NEED TO UNDERSTAND IS THAT THIS TYPE OF WORK ISN'T HURTING A SINGLE PERSON, AS A MATTER OF FACT IF WE WERE TO LOSE OUR JOBS IT WOULD BE MORE DETRIMENTAL TO THOSE AGAINST TELEMARKETING BECAUSE THEIR TAX DOLLARS WILL BE PAYING OUR UNEMPLOYMENT. THE THING THAT REALLY GETS ME IS THAT THERE ARE MEANS

MAY 08 2003

FCC MAILROOM

FOR PEOPLE TO STOP TELEMARKETING IN THEIR HOME EITHER BY PUTTING A BLOCK ON UNKNOWN NUMBERS OR TO BUY A TELEZAPPER. IT'S REALLY QUITE OBSCENE TO CAUSE THOUSANDS OF MEN AND WOMEN PAIN AND SUFFERING ALL BECAUSE AMERICA IS LAZY.

I WORK MONDAY THRU FRIDAY AND I COLLECT A PAYCHECK EVERY TWO WEEKS. JUST BECAUSE MY SERVICES ARE NOT FACE TO FACE DOES NOT MAKE IT OKAY TO TAKE MY JOB AWAY BECAUSE PEOPLE DON'T AGREE WITH IT. I'M NOT ONLY PART OF THE WORKING CLASS, BUT I'M ALSO A FULL TIME STUDENT AT ISU. I'M TRYING TO BETTER MYSELF WHICH IS MORE THAN SOME PEOPLE CAN SAY. HONESTLY WITHOUT THIS JOB I WOULD BE ROBALLY SCREWED. I WOULDN'T BE ABLE TO GO TO SCHOOL BECAUSE NO ONE CAN SURVIVE ON \$5.25 MINIMUM WAGE AND IF THEY DID PULL IT OFF IT WOULD BE BECAUSE THEY WORK WELL OVER 40 HOURS A WEEK. I'M REALLY GLAD I DON'T HAVE ANY CHILDREN BECAUSE I DON'T KNOW HOW I'D TAKE CARE OF THEM IF I LOST MY JOB, BUT THERE ARE PLENTY OF PEOPLE WHO HAVE MANY CHILDREN THAT HOLD POSITIONS IN THIS LINE OF WORK. THE LAST THING OUR ECONOMY NEEDS IS THOUSANDS OF UNEMPLOYED MEN AND WOMEN, BUT GOD FOR BID YOU LOOK PAST YOUR OWN ANNOYANCES AND SEE THE PEOPLE BEHIND THE SCENES.

NO MATTER WHAT THE JOB IS EVERYONE IS GOING TO HAVE AN OPINION WHETHER IT BE GOOD OR BAD. I PERSONALLY THINK THE FCC SHOULD BE SPENDING MORE TIME STOPPING PORN ON THE INTERNET THEN TRYING TO BURN HARD WORKING INDIVIDUALS. AT LEAST STOPPING PORNOGRAPHY WILL HELP OUR NATION AND OUR CITIZENS. I'M COMPLETELY AGAINST THE NATIONAL DNC LIST, IT'S UNFAIR TO TAKE THAT MANY JOBS FOR SUCH A LAME REASON.

April 28, 03

MAY 02 2003

FCC MAILROOM

(1)

Commission's Secretary  
Office of Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington D.C. 20554

Ref: CG Docket No. 02-278  
Rules & Regulations Implementing the telephone  
Consumer protection act of 1991.

Pocatello, Idaho - Call center, earning clients  
Account manager

The way I feel about my job. Calling  
someone, who IS very busy, and being able to  
offer ~~to~~ them something, that they wouldn't  
have time to review otherwise. Being completely  
satisfied with my call, gives me a sense of  
accomplishment.  
Having worked here + knowing that the consumer  
has the right to deny my call + request do not  
call; reserves space for those who are interested

MAY 8 2003

My job is to call any and every type of person. Which to me is an experience all of its own. I feel Customer service is a rewarding and beneficial way to use communication skills. I enjoy working with customer, In any way, that I am able to help or provide something fulfilling, I feel succeed in my job.

I take my job very seriously. I depend on the money I make. I have a very high rent payment I pay gas power phone car payment Insurance food toiletries and any other dollar amount that may occur in my daily life. My life revolves around having my job. I have 2 children whom my 11 yr old son needs money for everything - glasses braces school + ~~for this~~ fresh +trouble food. My daughter whom is 5 yrs old grows out of her shoes every month her clothes + everything that has a ding.

If I lost my job I would lose everything that I've independently progressed in life. I provide for my two children. I only have help from grandma. Or babysitter. Everything else comes from my ability to work.

(pg 3)

I need my job. It's an absolute necessity in my life. If I lost my job my world would fall & I would go into a extreme state of depression & have the worst down fall in my life.

Please don't deprive me from providing for my children. I don't have anyone else to help me or to go to if I lost my job. I feel I'm doing ok in life. Don't take away my ability to create stability for my children.

Your decision results in the future for my children

Thank you for listening before I didn't have a chance to stand up for my right to work.

Thank you for your consideration in this matter

Carmen Sampson

1590 Dustin Circle Unit C  
Pocatello Idaho 83202

To: commission's secretary

MAY 6 2003

FCC

445 12TH ST. SW

WASHINGTON D.C. 20554

HUC-HAL/HOOH

To whom it may concern: CG DOCKET 02-278

My name is TJ Larson and I work for an establishment that advertises business over the phone. I work for teleperformance USA, a telemarketing company, six hours daily four times weekly. I am also a student at Idaho State University and I live by myself, my job has "I feel" the most flexible hours and working conditions for my lifestyle. Sometimes I think my job is the only thing that makes my busy schedule work smoothly day-in and day-out.

To many peoples unbeknownst, telemarketing is a 100% legitimate line of work. The people on the phone are human and many of them have families and children that they support with money that they make by working just like you.

In short, passing this law will put incredible amounts of people out of work and force myself to quit school and move out of the state.

Sincerely TJ Larson Age 19  
Parma Belli Collins Center

To whom it may concern -

MAY 08 2003

Kyle Williams

My name is Kyle Williams and  
with out this job I won't have  
money for tuition fees and after  
the Plant closed down our economy  
has been down with something like  
this our economy will be even  
worse off so please don't put us out  
of the job

Sincerely



Kyle Williams

POCATELLO, ID

To: commission's SECRETARY

FCC

445 12TH ST. SW  
WASHINGTON D.C. 20554

OC DOCKET 02-278

To Whom It May Concern,

TO: ~~COMMISSIONERS~~  
~~SECRETARY~~  
FCC MAIL ROOM 8003 S.W.  
WASHINGTON D.C.  
~~cc: DOCKET 82-2778 MAILROOM 8003-954~~

My name is Jené Purman and I work for

Teleperformance USA as TSR. I have just received news that my job is in jeopardy due to the bill. Just like a numerous amount of people I am currently going to college. This job is the only job in Pocatello, Idaho that pay's a wage that I am able to survive off and attend school. Telemarketers are people too, we have family's and live to support. One of the arguments that people have against telemarketing is that it invade privacy. May I ask how we are any different than missionaries, or door to door salesmen? We are all trying to make a living, and I see no difference in our occupations. People haven't passed any bills on those occupations. If the bill is passed I can't even imagine how many people will starve to collect unemployment, and after that how many people will make minimum wage, which is below poverty level, and will end up going on welfare. Either way it is the citizens of the USA that will have to pay for welfare. I don't understand why the bill hasn't been passed at this when the economy is

so bad. This job depends on whether I have a place to live or eat. This job is my lively hood, just like anyone's job is. I am not just a nagging voice over the telephone, I am a human with needs just like anyone else. These are people lives you would be destroying. Telemarketing employs people that don't have education, experience, minor single mothers, college students, retired, high school students. All I ask to think of us as people with feelings and lives. Put yourself in our shoes please !!!

Don't take my job away!

Sincerely,

Jene' L Purman

Pocatello, ID

4/28/03 TO: COMMISSION'S SECRETARY  
FCC  
445 12TH ST S.W.  
WASHINGTON, DC 20554  
Re: CG Docket No. 02-278  
CG DOCKET 02-278

Joyce Denney  
205 So 4th Ave  
Pocatello Idaho  
83320  
FCC MAIL ROOM

I work in Pocatello Idaho at Teleperformance USA.  
I have worked here for 4 1/2 years

I am a T.S.R.

I enjoy working with the people at our center and we  
wish I could meet a lot of the people I talk to on  
the phone, they are great.

I feel we are valuable to people by being able to  
bring to them products that save them time and  
money.

I need my job to survive, our town needs this  
center to keep people employed therefore not  
enough jobs in this town for all of us if we  
lose our center and there is no place that's  
can make \$10.35 an hour in Pocatello with my  
education and if some one wants to hire a 5 year  
old single woman with high school and GED basic  
I am not physically able to work a lot of other jobs  
I know I will be stuck starting all over again if  
ever will be able to.

I do oppose the National DNC list and restriction  
on Predictive Dialer.

I do support Teleperformance USA's and the American  
Telemarketing Association's proposed modifications to the TR  
rules.

Thank you for your consideration. I am Joyce Denney

TO: COMMISSION'S SECRETARY - FCC - 445 12TH ST S.W.  
To whom it may concern, my name is Ben Young

Washington  
MAY 12, 2003

I am 21 years old and work at TelePerformance-MISAWA in Pocatello ID I highly value my job and am planning to go to school this fall. And this job is a great part time job. It works perfectly with a student's schedule. I am a real person, with a real job, with a real income. I spend money, and pay taxes just like everyone else with other jobs. If you take that away there's less money that's going to be spent on the economy and its also less taxes to help the government and the economy. \$515 isn't very much to live on if I have to find another job, I'd have to apply for unemployment, that's money from the government that has to be wasted for no reason. Just think of all the other collectors just like me that will be in the same situation.

I ~~think~~ think to whom it may concern should highly consider the decisions your thinking of making.

A lot of people will lose jobs, people that have families, people that help their society going, people just like you, with jobs. I am sure that there are other options that can be considered and I hope that those options are considered! I am an American that's trying to make it through life, and this job is helping me on my way. I real plead with you that this problem will be resolved in a fair and professional maner. thanks for your time.

Sincerely

Ben Young POCATELLO, ID

TO: commission's SECRETARY  
FCC  
445 12TH ST. SW  
WASHINGTON DC 20554

4.28.03

MAY 02 2003

To Whom it may Concern,

cc DOCKET OR 274 MAIL ROOM

I am an Telemarketer out of Pocatello, Idaho. The reason for this letter Is because maybe I could also make a difference with this letter, also along with any person that is trying to make a difference as well. I am a College Student in this area, trying to make a living also. Yes, it is Bad for Telemarketing, But You need to realize a lot of Telemarketers will Be out of a Job and that means more People Will Collect Welfare Unemployment, and maybe more homeless citizens.

If telemarketing is a Big Deal. The Citizens have options as well, Because there are? answering machines, call wave, with there phone companies. The Citizens at home are being lazy to do there part as well. Plus This is a good paying Job in the area ~~now~~ that pay's my schooling the college that I am attending. Plus there are a lot of High School students in phone centers which, it keeps the crime level low in Pocatello, Idaho. Because they rather learn responsibilities then learning how to party During the week and weekends. So Before Acting on this problem, first research the Job and how it can help in the future with communication skills.

Sincerely,



Commissioner Secretary:  
Office of the Secretary  
Federal Communications Commission.  
1451 12<sup>th</sup> Street S.W.

April 28, 2003

RECORDED & INDEXED

MAY 2 2003

REC'D MAILROOM

Ref. C.B Docket No. 02-278

Rules & Reg. Implementing the Telecommunications Consumer Protection Act of 1999

Work at Telephone - W.S.  
Pocatello, Idaho  
in Salt Lake City, Utah.

T.S.R

my job is very challenging - and demanding  
Two Products are very Benefical + try to  
serve our clients with Satisfaction & Good Service  
it makes ones job, more supporting my self  
job. it Helps our community very much  
it has been pay off, since really  
I don't consider another pay off.

Bob is white can think like Brown,  
he gives him a good night will

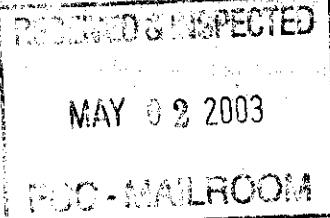
green Green Job. Possible supports  
Abolish States minimum this is  
where we make a lot of Students  
Working hours will considerably.

It will be a great impact on  
my family it is now at risk.  
He do oppose the national bank but  
and institutions on Protection banks and  
that is all supposed to happen in S.D  
over Disregarding association.

James C. Wilson

698 W. Main St., Suite

Pocatello, Idaho 83201



April 28, 2003

Commission Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington D.C. 20554

Ref - CG Docket No. 02-278

Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991.

Pocatello, Idaho - Pocatello Call Center  
TSR - Colleen Fendel

I work at Teleperformance in Pocatello, Idaho. I do like my job. I am providing a service to people. I offer a product and a lot of them have questions and do able to answer those questions. There are a lot of people that also like to talk to me. I have had other jobs, but I have been ~~offer~~ laid off because of the economy and the downsizing of the company. Also the company closes their doors. I have bills that need to be paid every month. I have a family to support. What will happen if I lose my job? Who will pay my bills? Who will feed my family? I oppose the National DNC list and the restrictions on Predictive Dialers and I support Teleperformance USA's and the American Telemarketing Association proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.

Colleen Fendel P.O. Box 681 - Fort Hall, Idaho 83303

TO: commission's secretary  
FCC  
445 12TH ST. SW  
WASHINGTON DC 20554

April 28, 2003  
MAY 6 2003

FCC-MAILROOM  
CG DOCKET 02-278

To Whom it may concern,

my name is Vickey Carroll. I have been employed by Teleperformance U.S.A. for over 4 yrs. I am 50 yrs old and needed to go to work to pay off some medical bills on my children. I had been out of the work market for quite awhile, being a wife & mother. I have plantarfac- itis and cannot do a lot of jobs that I would have to be on my feet. This job is perfect for me. I can sit while doing my job. I enjoy talking to people all over the country. I am very polite. I love people, and treat them as I like to be treated. I think this is what makes me very good at my job.

I work with a lot of people that would not be able to work elsewhere. This job works with single parents, students, & people with special work schedules. We live in a small city of about 50,000.

MAY 6 2003

I live in Pocatello Idaho. There are already several big employers in this area have gone out of business, or going out of business, or are laying off a lot of people, like, Simplots, Asteris, & the Railroad, etc.

If our call center was to close as a result of a Federal or National Do-Not-Call Registry, it would put about 250 people out of work all at 1 time. This is not counting the other call centers in town. This would put a lot of people out of work that a lot of families depend on. This would be bad for economy. It would also increase the number of people on welfare, and unemployment. The tax in this area is increasing all time. If we can't work we can't pay taxes. It would also force small businesses out of business because we wouldn't be spending the money and supporting the businesses in our area.

There are other, less destructive ways to protect consumers, such as; Company specific Do-Not-Call lists, devices & services to screen calls, or simply saying "No Thank you"

MAY 21 2007

In short, I feel that closing this calling center, and the others would not only effect my family & I, but economy as a whole. I believe that enacting a national Do-Not-Call registry would have more negative impact than positive.

Thank you very much  
for hearing my concerns.  
Vickey Carroll

Vickey Carroll  
Telephone Service Representative  
for Teleperformance U.S.A.  
in Pocatello, Idaho.

April 28, 2003

MAY 02 2003

BIG-MALLARD

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, D.C. 20554

Ref: CG Docket 02-278

Rules and Regulations Implementing the Telephone Consumer Protection Act  
of 1991.

To whom it may concern,

I am an inbound/outbound telephone service rep for Teleperformance USA in Pocatello, ID. I enjoy my job and also need it to make a living. I don't feel that when I work outbound calls that I'm invading anyone's privacy. If they don't want the product or service that I'm offering then I politely say "goodbye" and they are left alone. They have a choice!

I'm a retired wildland fire fighter just trying to make a living since my knees won't allow me to continue fighting fires. ~~I~~ once fought and protected the nations forests and now the govt. wants to thank me by taking away my employment.

I oppose the National DNC list and restrictions on Predictive Dialers but I do support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your consideration on this topic.

Bryce Jenkins  
637 S 5<sup>th</sup> Pocatello ID 83201

28 Apr 03

MAY 2 2003

Commission's Secretary  
Office of the Secretary  
Federal Communications Comm.  
445 12th Street, SW  
Washington DC 20554

FEDERAL COMM.

Ref: CG Docket #02-278

My name is Rhonda Mendenhall. I work as a TSR in the Pocatello, ID Call Center of TelePerformance USA.

I am writing in opposition of the National DNC List and Restrictions on Predictive Dialers. The impact of such restrictions would be devastating to the job market and in turn, put individuals' well-being in jeopardy.

I am a divorced mother of two and I attend Idaho State University full time, in order to receive my degree in Mass Communication. I work as a telemarketer because my job allows me to continue my education and at the same time allows me to earn a decent living. I am not on any state supported aide, and am determined not to be. If these restrictions are passed, it would not only put my livelihood in jeopardy, but I would, without a doubt have to withdraw from ISU in order to make a living.

I am writing this letter in the hopes that you will look at the complete picture and see how such laws would affect the individuals that work in this industry. The negative effect would

be devastating to many people. Please reconsider issuing new regulations. Please don't put so many people at risk of losing their jobs. Many individuals, including myself, need our jobs as telemarketers in order to lead productive lives.

Rhonda Mendenhall  
625 N Garfield #2  
Pocatello ID 83204  
(208) 232-2054

Rhonda Mendenhall

April 28, 2003

MAY 12 2003

Commissioner's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 L<sup>th</sup> Street, SW  
Washington, D.C. 20554

Re: C-G Docket No. 02-278  
Rules & Regulations Implementing the  
Telephone Consumer Protection Act of 1991

Hello, my name is Jessica O'Brien. I worked at Teleperformance USA, Pocatello, Idaho. I've been here for about 8 months now. At first this job was just to get some money & leave, but I have gotten to the point where I like to work, & this is the only job where I like working at. Yeah this job has its ups & downs, but I wouldn't leave.

Most of my products that I sell are credit cards & just recently I've just started with flowers. I like both Inbound & Outbound. With the credit cards, I think I try my hardest to get the card out to them, because it such a great offer.

I think that the Do-not-call registry will affect me & my little boy. See I'm a single mom, & If I lose my job, I'll lose my way of life. This registry will not only affect me, but will affect my family also & many other people also.

Jessica O'Brien  
445 Hillcrest #316  
American Falls, ID  
#3211

04-28-03

Commissioner's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12th St., SW  
Washington D.C. 20554

RECEIVED  
FEDERAL COMMUNICATIONS COMMISSION  
MAY 28 2003

REGULATIONS

REF: C.G. Docket No. 02-278

Rules and Regulations Implementing the Telephone  
Consumer Protection Act of 1991

My name is Eldon L. Petersen, and I am an Account Manager at Teleperformance USA. I live in Rockford, IL. My job is to call people and offer them a credit card that is more than their current cards and then we sell them time over than their current credit cards and then call dieversing with. It's not an easy job, but it is a job and it pays better than. I feel good about the job because I know I'm helping people to get their bills paid. I make \$7.85 per hour after taxes. I work 60 hours every two weeks and \$550 per hour if I work. I am 18 years old, a Senior in High School, and I will be attending College (ISU) in the fall of 2003 and my bachelors. Should I lose my job I would be forced to work more hours in a worse job causing myself not to go to college which will be costing more just to pay rent. my the National DNC list and restrictions on Predictive Dialers would eliminate 60% of the jobs in my field, I think it would. Simple put I agree the National DNC list is a good idea and I support the idea. The National DNC list is the best way to stop the spam. The National DNC list is the best way to stop the spam.

Very truly yours,

Eldon L. Petersen

Account Manager

Teleperformance USA

445 12th Street, SW

Washington, D.C. 20554

ELDON L. PETERSEN

Account Manager

Teleperformance USA

April 28, 2003

MAY 02 2003

FCC-TELEMARKETING

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington D.C. 20554

Ref: CG Docket No. 02-278

Rules and Regulations Implementing the  
Telephone Consumer Protection Act of 1991

I live and work in Pocatello, Idaho at Teleperformance USA. as a TSR. I really like my job. I enjoy coming to work and calling people. The products we sell are great people could really benefit from them. The people on the phones aren't too bad most of the time. My job is very important to me. I have to support myself. I have bills to pay just like anybody else would. People seem to think telemarketing isn't a real job. Well to everybody who is a telemarketer puts food on their table and a roof over the head. If I lose my job my family would be in jeopardy because I would have no source of income to help out with expenses. I am against the National Do Not Call list. People do just fine telling us, when we call them not to call back.

people don't take into consideration that just because we don't have a nice big corner office, we still have bills to pay and families to feed. Our economy is suffering bad enough as it is. We don't need to add to it.

Thank you for your full consideration on this topic

Amber Riley  
305 Wayne  
Pocatello, Id 83201

4-28-03

Commissioner's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12th Street, SW.  
Washington DC 20554

MAY 6 2003

U.S. GOVERNMENT  
PRINTING OFFICE

Re: CGB Docket No. 02-278

Rules & Regulations Implementing the  
Telephone Consumer Protection Act 1991.

To whom it may concern:

My name is Kneel Carter, and I'm an employee of Teleperformance USA. I am also a single mother and going to school. I have two children who depend solely on me for survival. Their father died in combat fighting for our country. All I can do is ask for some understanding in this issue - my children & I both need and depend on my job. All I can do is say "just say 'no thank you'". Sincerely,

Kneel Carter  
758 N 11th Ave.

April 28, 2003

MAY 6 2003

FCC - MAIL ROOM 1

Commission's Secretary  
Office of the Secretary  
Federal Communications  
445 12th Street, SW  
Washington, DC 20554

Ref: CG Docket No. 02-278

Rules and Regulations Implementing the Telephone  
Consumer Protection Act of 1991

To whom it may concern,

My name is Amanda Thomas and I am employed by Teleperformance USA in Pocatello, Idaho as a Telephone Sales Representative (TSR). I contact people on a day to day basis in the efforts of selling money saving programs of interest to the customer. I can honestly say that I have never failed to see the good in those programs and how they can help people with the cost of living in the areas we contact. I supremely express my honest opinion to my customers about the programs I offer and express extreme call exit judgement. If I feel they cannot benefit from my offer, I won't offer it to them. The importance of my job is very critical to my son's well being. I am 18 yrs of age and the single mother to my son who is 3 yrs of age. I have graduated with honors from my high school and I ~~do~~ depend only and fully on my job. My family has never depended on Government assistance and I refuse to start now because I lost my job due to the National Do Not Call list and restrictions on Predictive Dialers. This will impact me greatly due to the unemployment rates in my area. I fully support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.  
Amanda Thomas

335 W. Buell Apt 2, Pocatello Idaho 83204.

MAY 13 2003

FCC MAILROOM

April 28, 2003

Commissioner Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington D.C. 20554

Ref: CG Docket No. 02-278  
Rules and Regulations Implementing  
the Telephone Consumer Protection  
Act of 1991

My Name is Stacy Suyter, I am currently  
employed as a TSR with Teleperformance  
USA, located in Pocatello Idaho.

I am seventeen years old and living  
with my fiance. As a young couple  
just starting out we are struggling  
financially even with two incomes.

The reason I chose to work at ~~teleperformance~~  
teleperformance is because I can  
obtain business skills so that I  
may move onto college with experience  
in the field and further expand my  
options for a life long career. If  
the proposed act was to go through  
my plans for my future would be  
brought to an ~~abrupt~~ stop. I  
would also be put out of work  
along with thousands of fellow  
~~workers~~ Americans. Further more

MAY 6 2003

FCC - MAIL ROOM

I simply don't see what harm comes from the telemarketing business. I sell products that benefit many people, as many people are happy to be informed of new products that I help bring to the market. Yes, it is true that there are people who do not wish to be called and for these people we have the "Do Not Call" list. When a person asks not to be called, we with no arguments will put them on this list. For many reasons including the few previously stated I see absolutely no reason for the Federal Communications Commission to shut down or put any further bans on the telemarketing business.

Thank you for your full consideration on this topic.

Stacy Sluyter  
436 N. 13th Ave  
Pocatello ID 83201  
(208)247-4725

Stacy Sluyter